



## Illinois Department of Corrections

### Administrative Directive

Number:

**02.15.101**

Title:

**E-Telecommunications Service Request (E-TSR)**

Effective:

**8/1/2020**

**Authorized by:**

*[Original Authorized Copy on File]*

**Rob Jeffreys**  
Acting Director

**Supersedes:**

02.15.101 effective 5/1/2015

**Authority:**

730 ILCS 5/3-2-2

**Related ACA Standards:**

**Referenced Policies:**

**Referenced Forms:**

V196B – E-Telecommunications Service Request (E-TSR)

#### **I. POLICY**

The Department and Department of Juvenile Justice shall ensure requests for modifications or additions to telephone services are made in accordance with the provisions of this directive.

#### **II. PROCEDURE**

##### **A. Purpose**

The purpose of this directive is to establish a written procedure governing the responsibilities of staff regarding modifications or additions to telephone services.

##### **B. Applicability**

This directive is applicable to all correctional facilities, offices, programs and parole services within the Department; and to all youth centers, offices, programs and aftercare services within the Department of Juvenile Justice as provided by and within the scope and parameters set forth in the Interagency Shared Services Agreement.

##### **C. Facility Reviews**

A facility review of this directive shall be conducted at least annually.

##### **D. Designees**

Individuals specified in this directive may delegate stated responsibilities to another person or persons unless otherwise directed.

##### **E. General Provisions**

1. The Department Telecommunications Coordinator shall act as the Facility Telecommunications Coordinator for all general office and parole services requests.
2. Requests to change or add telephone service shall be planned and submitted in advance of the required completion date.

**NOTE:** The Facility Telecommunications Coordinator, if unfamiliar with the requested service changes, shall contact the Department Telecommunications Coordinator to request information regarding the requested services.

##### **F. Requirements**

1. The Facility Telecommunications Coordinator shall prepare a Department of Innovation and

	Illinois Department of Corrections Administrative Directive	Page 2 of 2
Number: 02.15.101	Title: E-Telecommunications Service Request (E-TSR)	Effective: 8/1/2020

Technology (DoIT) E-Telecommunications Service Request (E-TSR), V196B, electronically. A copy of the V196B shall be retained by the Facility Telecommunications Coordinator and the original shall be submitted to the Department Telecommunications Coordinator.

2. Upon receipt of the V196B, the Department Telecommunications Coordinator shall:
  - a. Review the information for accuracy and contact the originator for clarification, if required.
  - b. Obtain the following information from DoIT, when applicable, to complete the facility request.
    - (1) Name and description of equipment or services required.
    - (2) Quantity of equipment or services needed.
    - (3) Installation charge.
    - (4) Monthly increase in service charge, if applicable.
  - c. Obtain the approval of the Chief Financial Officer, when applicable, for telecommunications services or equipment.
  - d. Retain a copy of the V196B and forward the original copy of the V196B to the DoIT Telecommunications Office for processing.

**NOTE:** If there are any issues or the requested service is unsatisfactory, the Facility Telecommunications Coordinator shall inform the Department Telecommunications Coordinator of the problem.

---